

City of Chattanooga, TN
Personnel Class Specification

Class code 0185

FLSA: Non-Exempt

CLASSIFICATION TITLE: BENEFITS SPECIALIST

PURPOSE OF CLASSIFICATION

The purpose of this classification is to maintain direct responsibility for assisting employees with medical, dental and life insurance programs. Duties and responsibilities include, but are not limited to: enrolling employees into City-maintained insurance programs; participating in employee orientation programs to explain benefit programs; reconciling various insurance billings; maintaining employee files; and performing other duties as required.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Participates in employee orientations; answers questions and provides information regarding programs, enrollment procedures, and other areas related to benefits.

Enrolls employees in City maintained and operated medical, life and dental insurance programs; explains insurance enrollment procedures, deadlines, conditions, and other areas related to benefits enrollment; facilitates employees to make coverage changes when necessary.

Receives and reviews insurance bills and requests for payment; reconciles billing statements; types vouchers for payment of insurance invoices; submits to appropriate department for processing.

Maintains general and subsidiary ledgers; logs various payment and other information into ledgers; updates ledgers when changes occur; ensures accuracy and completeness; maintains confidentiality of employee information when required.

Maintains employee and retiree files; keeps current information; reviews for accuracy; purges old information when necessary.

Assists employees and other individuals in solving insurance problems; provides solutions to problems as received; resolves issues quickly.

Greets visitors; answers incoming telephone calls; provides information and responds to questions as received; takes messages and/or routes calls to appropriate individual when appropriate.

Composes letters, memoranda and other correspondence; types documents and forms for insurance and other purposes; reviews for accuracy; makes copies and maintains for employee files and departmental records; ensures confidentiality of all documents and files.

Attends training courses, seminars, conferences and other employee development classes as required to keep apprised of changing legislation and trends within the industry.

Conducts mailings and other special projects as requested by supervisor.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by one (1) to two (2) years previous experience and/or training involving basic accounting functions, administrative duties, or related experience required; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert very light physical effort in sedentary to light work, involving some reaching, handling, fingering and/or feeling of objects and materials.

Sensory Requirements: Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.